

The RBBS Logistics Learning Centers Freight Dispatch & Broker Agents Career Placement Course

Course RBBT001
Course Title Freight Broker/Dispatch Agent Training

Class Schedule



DAY 1 Monday - 9:AM ORIENTATIONS Course Description

Become a part of the exciting trucking, freight logistics and transportation industries as a licensed freight broker; freight broker agent; dispatcher or dispatch agent. From licensing to operations, to sales and marketing, you'll learn the basics of how to run a domestic freight brokerage &/or dispatch agency in the United States.

Objectives

Upon successful completion of the Freight Broker/Dispatch Freight Agent Training Program, Graduates will:

- Learn the process for Freight Brokering & Dispatching from start to finish
- Learn the tools needed to be successful as a Freight Broker or Freight Dispatch Agent
- Learn the basics of day-to-day operations inside of a Brokerage/Dispatch Agency
- Learn techniques such as prospecting, sales/marketing, rating and negotiations
- Learn how to manage the shipment from origin to destination Gain valuable industry resources.

Day 2 Tuesday – Class 8:AM Lunch 12:PM Class Resumes 1:PM to 3:PM Content

- Freight Broker & Dispatcher Basics
- Overview of the Jobs
- What is a Freight Broker or Dispatcher?
- Requirements to Become a Freight Broker or Dispatcher
- What is a Freight Broker Agent vs a Dispatch Agent?
- Requirements of Becoming a Freight/Dispatch Agent
- Why do Shippers use Freight Brokers/Dispatch Agents?
- Industry Overview
- Overview of the Transportation Industry
- Brief History of Surface Transportation, Freight Brokering & Dispatching
- Industry Potential and Trends
- ONLINE CONTENT TESTING “Open Book”



Day 3 Wednesday – Class 8:AM Lunch 12:PM Class Resumes 1:PM to 3:PM Content

- **Broker & Bonified Agent Laws & Requirements by the FMCSA**
- **Legalities of Brokerage & Dispatch Services**
- **Non-Brokerage Services**
- **Laws regarding Record Keeping for Brokers & Dispatchers**
- **Laws regarding Misrepresentation**
- **Broker/Dispatcher Advertising Liability**
- **Rebating and Compensation**
- **Duties**
- **Double Brokering Legalities Laws regarding Accounting Expenses**
- **ONLINE CONTENT TESTING “Open Book”**

Day 4 Thursday – Class 8:AM Lunch 12:PM Class Resumes 1:PM to 3:PM Content

- **Marketing and Sales**
- **Market Niches**
- **Market Trends**
- **Competition**
- **Networking**
- **Promotions**
- **Your Marketing Dollars**
- **Customer Relations/Customer Profile**
- **Qualifying the Prospect**
- **Determining Needs**
- **Features and Benefits**
- **Managing Objections**
- **Personality Types**
- **Building Trust**
- **ONLINE CONTENT TESTING “Open Book”**



Day 5 Friday – Class 8:AM Lunch 12:PM Class Resumes 1:PM to 3:PM Content

- Sales Process and Growth
- Overcoming Challenges
- Shipper Situations
- Carrier Situations
- Consignee Situations
- Success and the Broker/Dispatch Agent
- Why Become a Broker/Dispatcher or Agent?
- Benefits and Opportunities
- Traits of a Successful Broker/Dispatcher Agent
- Goal Setting
- Developing a Plan
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Day 6 Monday – Class 8:AM Lunch 12:PM Class Resumes 1:PM to 3:PM Content

- Qualities of Success Getting Started
- Starting Your Business
- Your business Name

Setting up your business

- Filing for your Broker Operating Authority
- Filing for your Surety Bond
- Obtaining your Process Agents
- Dispatcher Licensing

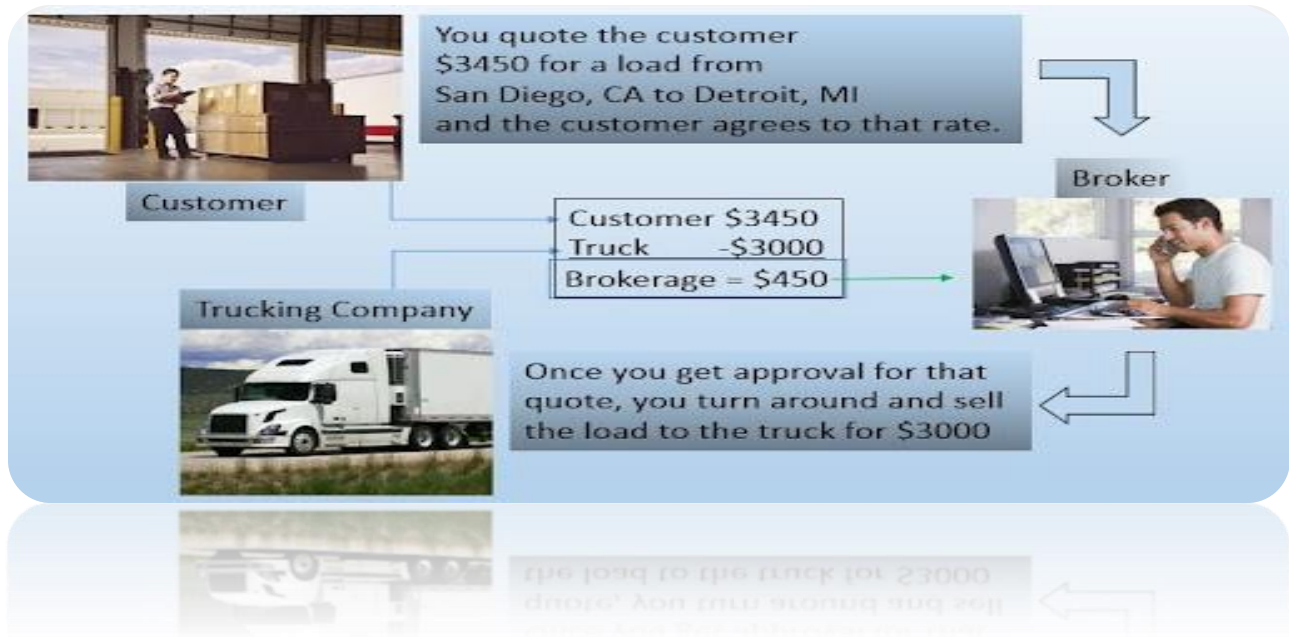
The Next Steps

- Ensure Cash Flow Resources
- Business Bank Account
- Setting up your Office
- IT specs
- Office basics
- Transportation Software & other Software Considerations
- Preparing your Initial Marketing Materials
- Determining Your Business Identity
- Decide on any Initial Niche Target Markets
- Formulate Initial Website

Examples/Initial Marketing Materials

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Day 7 Tuesday – Class 8:AM Lunch 12:PM Class Resumes 1:PM to 3:PM Content

Shipper/Carrier Marketing and Dynamics

- Setting up your Shipper Packet
 - Setting up your Carrier Packet
 - Setting up your Dispatch Agreement
 - Setting your Rates
 - Determining Competitive Rates
 - Resources for Rating
 - Rate Variables
 - Types of Rate Matrices
 - Fuel and Surcharges
 - Accessorial Fees
 - Finding your Shippers and Carriers
 - Load Dynamics/Operations
 - Building the Load
 - Load Data
 - Special Instructions
 - Rate Verification with Customer
 - Matching the Carrier
 - Load Posting
 - When to Post/What to Post
 - Checking Authority and Safety
 - Insurance Verification
 - Carrier Contracts & Dispatch Agreements
- ONLINE CONTENT TESTING “Open Book”

Day 8 Wednesday – Class 8:AM Lunch 12:PM Class Resumes 1:PM to 3:PM Content

The Process Continued

- Rate Confirmation
- Carrier Pick-up and Delivery
- Load Acquisitions & Dispatching
- Tracking and Verification
- Carrier Relations (Your Carrier Profile)
- Financial Management
- Staffing
- Cash Flow
- Auditing and Billing
- Setting up Invoices for Payment
- Other Brokerage/Dispatch Accounting
- Conclusion and appendices Insurance Claims
- Claim Forms
- Claim Procedures
- Types of Freight Claims
- Claims Laws

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DAY 9 Thursday- FINAL EXAMS Closed Book

10:AM



DAY 10 Friday – Career Placement Interviews & Evaluations



Highlights

After successful completion, Graduates will take part in Full Day of Recruitment Style interviews with Multiple “Established Prominent & Federally Bonded Logistics Brokerage Firms & State Licensed Dispatch Firms” Competing to impress those Graduates who excelled and showed promise during the week of course studies. All with the intentions of adding New Talent to their network of Broker and Dispatch Agents.

Every Graduate is guaranteed at least one contract offer from one of the brokerage & dispatch firms participating in the day of recruiting. Thus, assuring all graduates will receive an offer to become a part of the exciting trucking, freight logistics and transportation industries as a licensed freight broker agent or as a freight dispatch agent.

Method of Instruction

Online

Evaluation

Class participation



The RBBS Logistics Learning Center

"You Owe It to Yourself to Invest In Yourself"

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